

Guide for Writing Case Notes in eJAS

Documenting Participant Reimbursement in eJAS

All Participant Reimbursements must be documented in the eJAS case notes. The BFET Providers Handbook requires the type of PR, amount and month of issuance to be documented. Creating a participant reimbursement in eJAS generates a case note that meets these requirements in most situations. If you enter the PR information into eJAS in a different month from when it was issued, an additional clarifying note is required. For example, if a bus pass was issued in October, but entered into eJAS in November, then additional documentation in the case notes is required. You must document the issuance date for the PR.

Examples of Participant Reimbursement Notes

The \$25 participant reimbursement entered today is for the bus pass issued in October [DATE].

Participant Reimbursement created today was from October [DATE]. Had to cancel and recreate it because I needed to modify it more than once.

Documenting Progress in eJAS

Well documented, concise progress notes tell the story of BFET participation from initial enrollment to final outcome. Effective progress notes allow BFET partners to easily track participant's goals, barriers and activities leading toward employment.

Monthly progress notes can be tracked by using the radio button on the contractor caseload screen. This tool tracks cases with monthly notes entered for the month.

There are three types of progress notes:

- (1) Initial Progress Note,
- (2) Ongoing Progress Note, and
- (3) Closing Progress Note

Initial Progress Note

The progress note should address employment goal and how the BFET activities will assist in obtaining this goal. This initial note is important in telling the story of why the client is participating in BFET.

- If the participant is in a BE or VE component:
 - Address the intended degree or certificate and
 - How long will it take to complete the program
- If the participant is in a JS, SL, or JT:
 - Address how many job search contacts are expected, or
 - What workshops are planned to reduce the barriers

Examples of Initial Progress Notes

Chelsea is participating in BFET at Our Community College; she has completed her IEP and BFET orientation. She is confident in her career choice as Network Administrator and is pursuing an AAS degree in Computer Science/Network Administration. This program is usually completed in eight quarters so she anticipates finishing the degree in Spring Quarter 2019. She was reminded to check in monthly and was given information on campus resources such as tutoring center. She is currently enrolled in 15 credits for Summer Quarter.

Completed BFET intake and assessment with client. He has the following barriers: limited English and limited transferrable job skills barriers. IEP will address these barriers as follows: Client will work with case manager 5 hours a

Guide for Writing Case Notes in eJAS

week on job search. Client will attend job readiness class and case manager will refer client to resources to address employment and further ESL classes.

Ongoing Progress Note

Ongoing progress notes detail how the participant is progressing in their components.

- When writing an ongoing progress note, document:
 - The participant's progress in the component(s), and
 - How you assessed this progress.
- If there is a delay in the participant's progress in the component(s):
 - Explain the reason for the delay, and
 - Provide the updated expected completion date.
- If you are unable to make contact with the participant:
 - Document that you are unable to assess progress, and
 - Explain what attempts were made.

Adequate ongoing progress notes are crucial for DSHS to complete a case review without further contact with the provider.

Examples of Ongoing Progress Note

Mark checked in via Canvas for May; he is requesting assistance with tuition, fees, books, and tools required for summer quarter. College BFET staff has been assisting Mark with determining what resources might be available for these expenses.

Alison's instructors report she is making satisfactory progress in Medical Administrative Assistant classes.

Office visit with Jason; he turned in job logs and is very active in job search. Submitted applications at Costco, Home Depot, Lowe's and Pacific Building Services. Also interviewed with ABM but has not heard back yet.

Marlene came into the office. Participated in resume workshop. She completed a mock job interview and received positive feedback for her efforts.

Jerry did not complete all required employers contacts for March. Jerry emailed CM reporting he was unable to complete any job applications last 2 week due to illness.

No progress report received for May; sent email reminder of requirement to check in with BFET program every month.

Closing Progress Note

Closing note is required when BFET participation has ended. Include the following in the closing note:

- Reason for closing, and
- Outcome of the BFET component.

Examples of Closing Progress Note

Checked student records and verified Jennifer will graduate with Business Technology degree this month and will be exited from BFET at the end of the quarter, closure code CS.

Abe called to report he has been hired fulltime at Boeing and will no longer need BFET services. Closed JS component as of 10/01/2018, closure code EE.

Guide for Writing Case Notes in eJAS

Calvin has not checked in for two consecutive months; closing his VE component 10/15/2018 due to loss of contact (closure code LC).

Reminder

All eJAS users can read BFET notes since they are under the general notes section. Confidential information – such as medical information, domestic violence, mental health, disability, and chemical dependency treatment – should not be detailed in the case notes. When documenting confidential information, refer to them as “confidential barrier” or “confidential issue.”